Bruhat Bengaluru Mahanagara Palike

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Office of the Deputy Chief Information Officer-IT

Tender Notification No: BBMP/2024-25/IND0086

Tender for Procurement of

High End Desktop Computers for Digitizers in BBMP.

Office of the Deputy Chief Information Officer (IT)
BBMP Head Office, 2nd Floor, Annex Building-2
N.R.Square, Bengaluru-560002
Ph: 9480688000, E-Mail: dcio-it@bbmp.gov.in

Bruhat Bengaluru Mahanagara Palike

IT Department

Office of the Deputy Chief Information Officer-IT, 2nd Floor, Annex Building-2 NR Square, BBMP, Bengaluru - 560002

Ph: 9480688000, E-Mail: dcio-it@bbmp.gov.in

No. BBMP/DCIO-IT/GL/47/2024-25 **Dated: 19-10-2024.**

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Ph: 9480688000, E-Mail: dcio-it@bbmp.gov.in

No. BBMP/DCIO-IT/GL/47/2024-25 **Dated: 19-10-2024.**

Short Term Tender Notification

The Deputy Chief Information Officer, BBMP IT Department on behalf of Chief Commissioner, BBMP invites Proposals through Karnataka Public Procurement Portal from eligible companies for Procurement of High End Desktop Computers for Digitizers in BBMP.

All interested bidders shall submit their Technical and Commercial bids electronically through Karnataka Public Procurement Portal (https://kppp.karnataka.gov.in).

The tender schedule is as mentioned below:

Tender Reference No	**BBMP/2024-25/IND0086**
Date from which Bid document is ready for download through Karnataka Public Procurement Portal of Government of Karnataka (https://kppp.karnataka.gov.in)	19-10-2024
Last date for seeking clarification if any	25-10-2024 @ 15-00 Hrs
Date of Pre-bid Meeting and venue	25-10-2024 @ 16-00 Hrs Office of Special commissioner IT and revenue, BBMP Head office, N R square, Bengaluru-560002
Last date and time for uploading of tender in Karnataka Public Procurement Portal platform	30-10-2024 up to 17-00 Hrs
Date and time of opening of tenders: Technical Bid & Technical Evaluation	04-11-2024 @ 11-00 Hrs
Date and time of opening of tenders: Commercial Bid (If Possible)	05-11-2024 @ 11-00 Hrs

Contact Person for queries	DCIO, BBMP IT Section, Telephone : 9480688000, E Mail: **dcio-it@bbmp.gov.in**

Place of Opening of Tenders and Address for communication	**Office of the Deputy Chief Information Officer-IT, 2nd Floor, Annex-2 Building, NR Square, BBMP, Bengaluru - 560002**
EMD Amount	Rs.1,50,000/- (Rupees One Lakh fifty thousand Only.)

Note: Completed tender shall be uploaded through Karnataka Public Procurement Portal system only in the manner described under instructions to Tenderers of RFP Documents on or before the last date & time stipulated.

Deputy Chief Information Officer - IT
Bruhat Bengaluru Mahanagara Palike

Table 1: Other important information related to the tender.

Sl. No.	Item	Description
1	Bid Validity Period	90 days from the last date of submission of proposals.
2	Last date for furnishing performance security	Within 15 working days from the date of issue of Letter of Intent.
3	Performance security value (Performance Bank Guarantee)	5% of contract value.
4	Performance security validity period	6 months from the date of end of contract.
5	Deadline / last date for signing contract	Within 15 working days of notice of award.

Section – 1

Introduction

The BBMP IT Department requires High End Desktop Computers for Digitizers in BBMP.

With the objective to Procurement of High End Desktop Computers for Digitizers in BBMP. Hence, the IT Department invites proposals from eligible bidders for providing a total of 50 Nos. High End Desktop Computers as per specification mentioned in Annexure-1 this tender is processed following the KTPP Act and Rules through Karnataka Public Procurement Portal of Government of Karnataka (https://kppp.karnataka.gov.in).

Section-2

Scope of Work

1. **Technical Specification of the High End Desktop Computers:**
   The specifications of these are prescribed in **Annexure – 1.**

2. **Quantity Required:**
   Quantity required is 50 High End Desktop Computers to be supplied to BBMP Head Office, as per **Annexure-1.**

3. **Variation in quantity:**
   The total number of High End Desktop Computers required is 50 No's provided the quantity may be varied by ± 25% at the time of issuing actual work order / later within one year.

4. **Warranty:**
   The materials supplied shall have 3 years on-site warranty against all the hardware parts and software and against all the damages. During the warranty and maintenance period, the bidder should conduct preventive maintenance once in a year besides attending calls.

5. **Scope of work:**
   The successful bidder has to Supply, Install, Configure and Commission the High End Desktop Computers as per specifications in **Annexure-1** with on-site comprehensive warranty for 3 (three) years including all the hardware parts and software with on-site support.

6. **Schedule of Supply of Products:**
   The High End Desktop Computers shall be delivered to the Head Office and these to be installed **within 6 weeks** from the date of receipt of purchase order. The bidder is solely responsible if the High End Desktop Computers is damaged/not functioning before handing over to the respective Offices as per **Annexure–6** and has to set right the issue if any.

Section-3

Pre-Qualification Criteria for Technical Bid

The bidder shall possess the following criteria as minimum qualification to be eligible:-

Sl. No	Eligibility Criteria	Documents to be submitted
1.	Bidder should furnish copy of the Registration document where the company is registered under Indian Companies Act 1956/ Partnership Act 1932 / Proprietorship Act.	A copy of "Certificate of Incorporation" of the company / proprietor.
2.	Bidder shall be authorized dealer and shall submit Manufacturer Authorization Form (MAF) as per Annexure-4 or if Bidder is OEM, declaration shall be furnished to that effect as per Annexure-4.	**Annexure-4**
3	The bidder/OEM should be ISO 9001 certified and in business for the last 3 years.	Copy of Valid Certificate to be enclosed.
4	Bidder should be registered under GST and should submit proof of filing GST returns for the past 12 tax periods.	Documentary evidence to be provided.
5	The bidder shall provide documentary proof of IT returns filed for previous three financial years. (Provisional Certificates will not be entrained)	IT Returns should be submitted
6	The bidder should have turnover of Rs. 1.50 Crores per annum in any 2 of the last 5 financial years from IT Enabled Services / Desktop computer Supplies and positive net worth (CA certificate to be enclosed)	**Annexure-3** Copy of the audited Balance Sheet and Profit and Loss statement of the company showing turnover of the company for last five years.

7	The bidder should have successfully executed Purchase Order worth 37.00 Lakhs for Government Department in Karnataka or Central Government or Government owned PSU or any other agencies for IT hardware products/Desktop computer in any of the last 3 financial years. **POs should be of Bidder Only**	Customer PO copy and confirmation letter from the authority for having successfully executed the contract to be enclosed. (Also, Year-wise excel sheet of all the work orders should be uploaded)
8	Company Information shall be furnished as per Annexure-7. Bidder/OEM should have Corporate/Regional office with good service and technical support team at different BBMP limits with authorized service centres with minimum of 2 service engineers in each of the service centres in the State of Karnataka.	**Annexure-5**
9	The bidder should not have been blacklisted by any organization in Karnataka for any reason whatsoever.	Self-Declaration Certificate should be enclosed on Rs 100 Stamp Paper duly Notarised.
10	The bidder would provide letter of compliance of the technical specification indicated in Annexure-1.	**Annexure–1**

Section-4

Service Level Agreement and Penalty

1. Responsibilities of the Successful Bidder: -

a) The bidder should Supply, Install and Configure High End Desktop Computers as per Annexure-1 to BBMP Head Office and any other designated locations within 4 weeks as the case may be.

b) Any damages to the High End Desktop Computers within the warranty period should be immediately repaired or replaced within 4 working days.

c) The bidder must provide details of service centres with Complaint Management System. It should have a full-fledged Service Desk which will be a Single Point of Contact (SPOC) for all the users. The Service Desk should receive all Complaints via Phone/Mail and provide satisfactory resolution.

d) The Bidder should furnish its Complaints Escalation Matrix, clearly indicating all Resolution Levels from bottom to top, Contact Persons with Contact Numbers/ e-Mail IDs for each level.

e) The bidder should Supply, Install and Configure High End Desktop Computers as per Annexure-1 to the designated BBMP Head Office with in BBMP limits within 4 weeks.

f) Any damages for the High End Desktop Computers within the warranty period should be immediately repaired or replaced within 3 working days.

g) Performance Bank Guarantee: -

The successful bidder, within 15 days from the date of issue of letter of intent, will submit Performance Bank Guarantee of 5% of the value of the tender to IT Department valid for a period of 42 months.

h) **Contract Agreement**: -

The Successful Bidder has to execute agreement in Bond paper (Value of Stamp Paper will be 0.01% of Value of Contract) within 20 days from the date of issuance of purchase order on behalf in the form approved by the BBMP IT Department.

i) **Information Sharing**:-

Item description, make, model, items serial numbers, Date of supply, Date of warranty, Escalation Matrix are to be affixed in a sticker on individual unit and consolidated data shall be furnished to the BBMP IT Department in excel sheet.

2. Penalty for delay in Supply and installation:-

For delay in supply and installations of High End Desktop Computers within 4 weeks from the date of receipt of purchase order, penalties as indicated below table would be applicable and the penalty amount will be deducted.

SL. NO	PENALTY PERIOD	PENALTY LEVIED FOR THE DELAY
1	After completion of 4 weeks from the date of receipt of purchase order.	Penalty Shall be Rs 100 per day per Desktop for delay (Excluding Govt Holidays). Provided in case of delays beyond 15 days to 6 weeks limit, the tender is liable to be cancelled.
2	After 6 weeks from the date of receipt of purchase order.	
3.	After 8 weeks from the date of receipt of purchase order.	

a) Any damages for the High End Desktop Computers within the warranty period should be immediately repaired or replaced within 4 working days or else Penalty of Rs.300/- per day per Unit will be deducted from the PBG.

b) Any outstanding Penalty amount due on the date of submission of Invoice of Desktop computers will be straightaway deducted from the bill.

c) If there is no bill pending for payment, then the penalty amount will be encashed from PBG.

d) **Penalty Cap:-**

The total penalty amount should not exceed 10% of the total value of the Tender. If the penalty for non-installation of High End Desktop Computers not repairing within time reaches 90% of the value of the Performance Bank Guarantee, the Department may forfeit Bank Guarantee and Cancel purchase order.

3. Terms of Payment:-

The payment terms shall be as follows:

a) No advance payment shall be paid for the supply of computers.

b) The Bidder should submit the following documents for payment Deputy Chief Information Officer, BBMP IT:

1. Original invoice
2. Original Delivery Challan.
3. Original installation report.
4. Relevant Photos.

c) Payment shall be processed in full on receipt of the above documents and any outstanding amount due from the bidder will be deducted from the bills.

d) BBMP IT Department is entitled to make recoveries of GST, TDS and penalties, excess payment and applicable taxes from bidders' invoice if lawfully needed.

e) In case of any change in rate of applicable GST, the difference of tax will be absolved by BBMP IT Department.

f) The bidder shall submit completion certificate in proper manner required by this office. Incomplete submission of completion certificate will delay the payment.

Note: The above reports shall be duly signed with seal and signature of the authorized person where the hardware is delivered / installed. (The documents shall be signed by the respective Head of Department).

4. <u>Litigation</u>

a) Amicable Settlement :-

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or the interpretation thereof.

b) Dispute Settlement :-

Any dispute between the Parties as to matters arising pursuant to this Contract which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement may be submitted by either Party for settlement to the Chief Commissioner, Bruhat Bengaluru Mahanagara Palike whose decision shall be final.

c) Arbitration:-

In case either party is not satisfied with the decision of the above committee, they can institute arbitration proceedings as per Indian Arbitration and Conciliation Act, 1996, after a 30-day notice period. Any dispute or difference or claim arising out of or in connection with or relating to the present contract or the branch, termination, or invalidity thereof, shall be referred and settled under the Arbitration Centre, Karnataka (Domestic and International) Rules 2012, by one or more Arbitrators appointed in accordance with its rules. Arbitration proceedings shall be held in Bengaluru and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

5. Termination of contract:-

IT Department reserves the right to cancel the contract placed on the bidder if:

a) The bidder commits breach of any of the terms and conditions.

b) The bidder goes into liquidation voluntarily or otherwise.

c) The service is found unsatisfactory during the warranty period.

d) The bidder supplies counterfeit / fake items.

e) The OEM terminates the contract with bidder.

f) The bidder wins the contract by misrepresenting facts relating to documents submitted for evaluation.

Section–5

General Tender Conditions

Clause-1: IT Department, hereinafter called the "Department" invites tenders through the Karnataka Public Procurement Portal from specialized and eligible bidders for providing **50** High End Desktop Computers as per specifications in **Annexure – 1.**

Clause-2: Neither the bidder nor the OEM should have been blacklisted by any Government/PSU/Banking organization in India.

Clause-3: Each bidder should submit only one tender.

Clause-4: The bidder shall be responsible for all the costs associated with the preparation, submission and opening of tenders.

Clause-5: The tenders shall remain valid for a period not less than 180 days after the date of opening of tenders. If a bidder withdraws his tender during the validity of the tender, then the EMD shall be forfeited.

Clause-6: At any time prior to the date and time of submission of the tenders, the Employer may issue any amendment to this tender document.

Clause-7: The bidders shall quote in Indian Rupees and the quoted price shall be inclusive of all taxes, duties, statutory levies, supplying, installing, commissioning, freight and forwarding. Any Change in the quoted price is not allowed after the submission of the bid.

Clause-8: Earnest Money Deposit (EMD):-

- The Bidders shall submit, along with their Pre-qualification cum Technical Bid, Bid security or EMD of Rs.1,50,000/- (Rupees One lakh fifty Thousand Only).
- Unsuccessful bidders' Earnest Money Deposit will be refunded as promptly as possible as but not later than 45 days after the expiration of the period of tender validity prescribed.
- The bid security is required to protect the BBMP against the risk of Bidder's conduct, which would warrant the security's forfeiture. No interest will be payable by the BBMP on the amount of the Bid Security. The bid security may be forfeited

if a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.

- The Service Provider shall, as part of its tender, pay the Earnest Money Deposit as specified.
- The Earnest Money Deposit is required to protect the Department against the risk of the firm's conduct which would warrant the security's forfeiture.
- The successful bidders Earnest Money Deposit will be refunded upon the bidder signing the Contract and furnishing the performance security.
- Earnest Money Deposit (EMD) will be forfeited:
  - If the bidders withdraw their tender during the period of tender validity specified by the Department or
  - In case of the successful bidder, if the bidder fails:
    (i) To sign the Contract.
    (ii) To furnish performance security.

Clause-9: Pre-Bid Meeting (PBM):

IT Department shall make best efforts to respond to any request for clarification for the Tender Document to the prospective bidders. Such requests are to be made in writing or through mail and are to be received by Department at least 2 working days before the Pre-Bid Meeting as per the date and time mentioned in the Schedule. The clarification will be uploaded in e-portal itself after the pre-bid meeting.

Clause-10: Submission, Receipt and Opening of Bids Timeline:-

The Original proposal shall be uploaded in the Karnataka Public Procurement Portal of Government of Karnataka on or before the due date. Tentative dates are mentioned in the Tender Schedule. Any changes in the schedule will be intimated in the e-Portal itself. Separate Communication will not be done; hence, bidders are requested to go through Karnataka Public Procurement Portal of Government of Karnataka (https://kppp.karnataka.gov.in) on regular basis.

Clause.11: Unresponsive Bids:-

Bids with incomplete documentation will be treated as non-responsive and summarily be rejected. Bidders are hereby directed to ensure that all documentation/supporting documentation including documentary evidence in support of qualification criteria, testimonials, etc., are complete and submitted as part of the Bid.

Clause.12: Bid Format:-

The tender is of Two Bids Proposal which consists of Technical and Commercial bids - to be submitted separately by the bidder on or before the specified date and time in Karnataka Public Procurement Portal in relevant fields only. No manual submission is permitted and uploading of commercial bid in any other format is not permissible. Manual submission / uploading commercial bid in any other formats are liable for rejection.

Clause-13: Bid Evaluation:

The Commercial bids of technically qualified bidders will be opened in the Karnataka Public Procurement Portal as per the Tender schedule. The L1 bidder selection will be based on the lowest quote.

Clause-14: Award of Contract:

The contract will be awarded to the successful L1 Bidder whose Bid has been determined to be substantially responsive, with reasonableness and the Best Value Bid. However, the decision of IT Department, BBMP is final in this regard.

- BBMP IT Department is not liable or responsible for any error/ problem that may be faced while uploading bid in Karnataka Public Procurement Portal, online failure, or any other reasons.

- BBMP IT Department reserves the right to cancel the tender for any reasons.

Annexure–1

Technical Specifications for High End Desktop Computers

Technical Specification Desktop Computer		
Sl. No	**Parameter / Component**	**Specifications**
1	Form Factor	Tower
2	Chipset	Chipset by the Processor Manufacturer
3	Processor	[Intel Core i7] OR [AMD Ryzen7] [6-Core processor] [12th Gen] or Higher
4	Memory	[2 x 16 GB DDR4], [Memory expandability up to 64 GB]
5	Storage	[512 GB M.2 NVMe SSD] and [1 TB 7200 RPM SATA HDD]
6	Graphics	Integrated Graphics + 6 GB Graphics Card
7	Audio	Integrated audio controller with internal speaker of at least 2W
8	Operating System	Microsoft Windows 11 Professional with OEM Recovery DVD or option of Cloud Recovery
9	Networking	Integrated 10/100/1000 Ethernet Controller
		Integrated 802.11ac Wi-Fi and Bluetooth
10	Ports	Video: 1 HDMI 1.4, 1 VGA
		USB:4 USB 2.0, 2 USB 3.2 Gen 1, 2 USB 3.2 Gen 2
11	Slots	1 PCI Express x1
		1 PCI Express x16
		1 PCI
		2 M.2 slots for WIFI & SSD
12	Ports	3 SATA Ports, 1 Serial Port
13	Bays	2X 3.5" Internal, 1 External Bay
14	Keyboard	OEM make USB Wired Keyboard
15	Mouse	OEM make USB Optical Wired Mouse
16	Power Supply	180 W with 90% efficiency or better
17	Volume	Not More than 16 L
18	Security	TPM 2.0 Integrated
		cable lock slot for keyboard and Mouse
		Integrated Padlock Loop
		Drive Lock for hard disk

19	Ports	Integrated utility to enables hardware level testing outside the operating system & Drivers should be available on OEM Website for download
20	Bays	Microsoft Windows 11 Pro
21	Keyboard	FCC, CE, RoHS, UL, EPEAT, Energy Star
22	Mouse	ISO 9001, 14001, 20001, 27001

Annexure–3

Commercial Bid Format For High End Desktop Computers

Sl No.	Item	Qty Nos	Cost Per Unit Rs	GST Rs	Total Cost Per Unit Rs	Total Bid Value Rs
1	2	3	4	5	6	7 (7=3x6)
1	High End Desktop Computers	50				
Grand Total Rs						

Note: The above rates are inclusive of transportation, taxes, any other incidental and installation etc charges.

(Signature)
Name &Designation
Seal of Office

Should quote the rate in KPPP portal

Annexure-3

Format For Experience/Turnover Information

Total turnover of the bidder during the preceding 3 years

Financial year	Details of Desktop computers Sold	Turnover in INR (Rs. In Lakhs)
2019-2020		
2020-21		
2021-22		
2022-23		
2023-2024		

Note:
Provisional / Draft Turnover Certificates will not be entertained. All such will be rejected.

Seal and Signature of the Authorized person

Note:

Bidder shall upload documents supporting the information furnished a per Annexure-5 along with Index and summary in excel, year wise as per below format.

Year:

Sl. No	Work Order No	Date	Details of Product supplied	Supplied To	Amount in Rs
1	2	3	4	5	6

Annexure-4

Manufacturer Authorization Form (MAF)

Ref No. BBMP/DCIO-IT/GL/47/2024-25 **Dated: __-__-2024**

To:

The Deputy Chief Information Officer-IT,
Second Floor, Annex-2 Building,
NR Square, BBMP,
Bengaluru – 560002
Email: dcio-it@bbmp.gov.in
Ph: 9480688000

Dear Sir /Madam,

Sub: Supply of High End Desktop Computers to BBMP Head Office.

We authorize M/s XYZ Limited, Bengaluru to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and or the contract for the equipment and services offered against this invitation for tender offer by the M/s XYZ Limited, Bengaluru.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process during the contract including warranty period.

In case, this authorized bidder during the warranty period fails to extend the required technical support for any reason as per the tender terms, we are submitting an undertaking that as an OEM, we shall take over the responsibilities unconditionally.

Yours Faithfully,

Seal and Signature
Of the Authorized Person

Note: Separate Manufacturer Authorization Form (MAF) shall be used for each item

Annexure-5

COMPANY CONTACT INFORMATION FOR COMMUNICATION

THIS INFORMATION IS NEEDED IN CASE IT IS FOUND NECESSARY TO COMMUNICATE REGARDING THIS TENDER

SL. NO.	ITEM DESCRIPTION	DETAILS
1	Business Name of the company and its Registered office Postal address	
2	As incorporated in other tenders, alternate address of company/ bidder	
3	Name of the authorized Representative and designation who is uploading this RFP tender bids	
4	(a) E-mail- id (b) Alternate email –id	
5	(a) Contact Number (b) Alternate contact number	
6	Bidder / OEM shall enclose Information of the Corporate/ Regional/ authorized service centres list as per clause 8 of Section 3 (Additional Sheet shall be enclosed endorsing the Address and Contact Details of each Centre)	

Seal and Signature of the Authorized Person